

Our Environmental, Social and Governance Statement

SPRINGFIELD DEVELOP INITIATIVES THAT GO ABOVE AND BEYOND OUR LEGISLATIVE OBLIGATIONS, TOGETHER WITH STRONG COMPLIANCE AND THE UTMOST CONSIDERATION FOR OUR SOCIAL ENVIRONMENT. WE SEEK TO BE HONEST, ETHICAL, TRANSPARENT AND CARING IN ALL THAT WE DO.

ENVIRONMENT AND SUSTAINABILITY

We create homes for our residents that enhance people's wellbeing. We are fully committed to meeting and exceeding, where possible, minimum requirements with our residents care at the centre of our decision making. We are constantly reviewing the sustainability and design of our homes, investing in innovations such as air purification systems, including ionisation in the battle against Covid 19 and other airborne viruses. We also install air conditioning as standard in all day spaces across our care homes and all south facing rooms at our Harcourt Gardens Care Home. Each resident is provided on average, double the national minimum space (set at 4.1m² per person). We also exceed the minimum requirement for light levels, with resident and staff wellbeing further enhanced with natural light from additional windows and light wells.

ENERGY AND CARBON

We are mindful of the environmental impact of our operations; the people we support are a mixture of residential and people who access services in the community. We are also committed to exploring how we can support the transition to a low carbon economy.

In 2023, we will commission an independent review of our energy use. We wish to explore how we can transition our existing care homes to be operationally low carbon and to secure lower annual energy costs.

We will start by calculating our carbon footprint – in line with our requirements under Streamlined Energy and Carbon Reporting (SECR). We can also use the results to set targets to reduce our emissions in line with the UK government's target to achieve Net Zero across all sectors by 2050. This will allow us to explore the technologies, transport options and behaviour change that can help us to progress to this goal. We expect this to be an iterative process as we introduce various capital expenditure improvements. In the short-term it is our goal to ensure that we take practical steps to reduce energy wastage by operating our homes more efficiently. We will undertake to source all electricity from renewable sources where this is financially viable to do.



We are continually reviewing our design code principles to positively impact the communities we operate within. As we re-develop Grove House to accommodate 23 independent living apartments and a 70 bed care home we will be actively implementing initiatives such as Air Source Heat Pumps, underfloor heating, the smartest electric vehicle fast-charging points available, and ultra-fast broadband. These features, alongside our current build specification, ensure that our development will achieve BREEAM certification. This is an external mark of the quality, performance and sustainability of the build. Our redevelopment will target a Very Good rating. We plan to also include ecological improvements, such as tree planting, wildlife trails, nesting boxes and bird cameras for the benefit of residents and visiting local schools.

Part of our climate and energy programme will also be about working with our people and local communities to facilitate the connection to being climate positive. We will work to proactively inform our visitors about our carbon-reduction measures and the environmental impact of waste and unnecessary resource use.

WASTE

We actively promote recycling, minimising single-use plastics and are committed to reducing our waste generation and that delivered to landfill. We adhere to the legal requirements around waste disposal to ensure the health and safety of the people we support, our people, and the wider community.

We have invested in superfast broadband in all homes. This has enabled us to install person centred software that facilitates real-time data collection and reporting.

Overall, this has increased the amount of care time with residents, whilst also reducing on consumption of paper for printing.

Whilst we have been working hard to minimise our waste we have a lot more to do.

We are actively exploring what targets we can set and how to measure our progress.

HIGHLIGHTS

- 100% of new sites redeveloped from existing sites
- 100% of existing sites within 100 metres of public transport
- Electric car charging stations installed in our new care homes in Harrogate and Beverley
- Average walking distance 500 metres to town centres from our care homes



PEOPLE AND COMMUNITIES

We create strong and positive work culture, guided by our vision and values, promoting high levels of personal and professional integrity. We value everyone and work as one team by fostering openness, sustainability and respect.

MENTAL HEALTH AND WELLBEING

We actively invest in our employee wellbeing programmes, recognising the additional value it brings to our people by ensuring they feel happy in their roles. By maintaining a workforce that is well supported our residents ultimately benefit from better care.

With the help of our dedicated employee wellbeing lead, [Adele Burton](#), we seek to break the stigma attached to needing and asking for help. We have Wellbeing Ambassadors situated in each of our care homes who regularly consult with our colleagues. They discuss any concerns, whether mental, physical, social or financial, and what they can do to help our colleagues who may need support. Our approach is centred on our belief that our people are more likely to talk to their peers than to approach senior management. Each can be easily identified in our care homes by the pink lanyards they wear. Our ambassadors can qualify with Mental Health First Aid England. We are delighted that 16 individuals attended our first course in February 2023. These individuals are identifiable by their MHFA lime green lanyards.

Group CEO and Founder, Graeme Lee, said "It's wonderful to have so many of our team now MHFA qualified. It is great to see so many staff taking the opportunity to do this course and it will be a massive support mechanism for our teams in the post Covid world."

We have established a hardship fund. Our aim is to deliver the appropriate levels of support to colleagues identified via our wellbeing forums. This can be in the form of other professional or financial support.

We began work with [Men's Health Unlocked \(MHU\)](#) a Leeds-based network on two projects in 2022: Digital Trailblazers and The Digital Inclusion Project. We invited Touchstone (part of Digital Trailblazers) to speak with our male residents as part of a wider initiative to tackle men's health inequalities. We followed this up with training provided by MHU for our male residents who felt they could benefit from having access to the internet. MHU assessed the participants on their eligibility and gifted 14 tablets to our residents. They now receive weekly training from digital trailblazers on how to use them, enhancing their opportunities for with friends and family members.



We have enhanced our provision for residents with the launch of homes within homes. Here, residents have multiple options to access dedicated day spaces. To improve the social experience as standard we have introduced wellbeing centres on a dedicated floor in all our care homes. This includes for example, a spa, hairdresser, cinema, afternoon tea, a bistro and even a resident's pub. At Chocolate Works Care Village in York we use have installed a CoeLux skylight to bring natural light and a calming influence to resident forums.

LISTENING TO FEEDBACK

We take pride in consulting with our people through our annual Workplace Wellbeing Survey to identify areas for further engagement and improvement. In our 2022 survey, we attained a response rate of 51% (276 responses). Since then we have been working with our colleagues on various improvement opportunities identified. One area is the application of the MySpringfield app to drive improvements in our internal communications. The app provides essential information to our people on who is who within Springfield and how to contact them, policies and procedures, Group messages, important updates, Covid updates, details of each of our homes, Company News stories, what is going on across the group, contact details and links to various charities, support groups and organisations, whilst also doubling up to deliver seasonal giveaways such as the 12 Days of Christmas, Easter Giveaway.

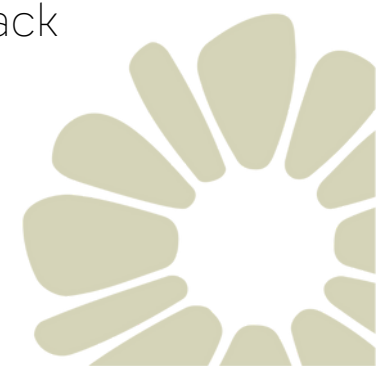
We run our resident survey twice a year. The results are analysed by the management team and displayed as You Said We Did feedback on our care home boards for all to see.

We are also in the process of rolling out a digital signage system connected to all residents rooms and communal areas for the benefit of our people, our residents and our visitors.

We have a series of quarterly workshops scheduled for 2023. These will be held in each of our care homes, with a different topic of focus each time. Our first workshop will centre on the menopause and women's health. Following these sessions we will share links and details of support organisations, along with wider financial support, via our employee app and wellbeing notice boards.

SUPPORTING OUR STAFF

We launched our [employee assistance programme \(EAP\)](#), in October 2022. Through the Medicash health cash plan many of the team have already received cash back



following claims for dental, optical and prescription charges. These benefits, coupled with the 'Blue Light' cardholder discounts, provide a significant help towards everyday living costs. We are happy to see the positive difference it is making to so many colleagues during these challenging times.

A staff member of the Chocolate Works, York benefited from a recent routine eye test delivered under the Medicash health plan. During the test she was diagnosed with a serious eye condition that if left untreated, would have resulted in a loss of her sight. She expressed her sincere thanks to the Company for access to the cash back plan. Without this, she wouldn't have had her eyes tested and ultimately, her sight has been saved.

LEARNING AND DEVELOPMENT

We invest significantly in career development. We have a great induction and onboarding process that provides all training, support and mentorship to our people. We offer a range of career opportunities for those who wish to progress. At Springfield, we support our healthcare assistants and offer Care Practitioner and the Nursing Associate programme to those who want to develop their careers with us. Our clinical teamwork alongside our Nursing associates during their training and exams to qualify and become confident in their roles. Currently, there are five Springfield employees on this programme who are due to qualify in the upcoming months. We also have several more employees signed up from Chocolate Works and Mayfield View, who will be starting their course in February 2023.

Agnes Manka, Nurse at Mayfield View said "I am very pleased about completing the Nursing Associate course. I have thoroughly enjoyed my journey over the last two years and I am grateful for the opportunities given to me. I have received ample support from Springfield, especially from my Manager, Katie, who remained my pillar through the course. Katie provided me with a variety of learning opportunities, by sharing her own expertise, which has helped me pass my Nursing qualifications."

We also recognise that a high percentage of young people don't know what the Health & Social Care Sector does. To bridge this gap, and to create meaningful career journeys for the youth of today, we have created our [Youth Academy](#). By working closely with schools, colleges and educational facilities, we are hoping to welcome our very first cohort of apprentices in 2023 as part of our commitment to building a stable and knowledgeable workforce for the future.

We facilitate regular engagement under Nurturing Innovation in Care Homes in Leeds (NICHE-Leeds). It is a partnership which aims to enhance the lives of people living or



working in (or visiting) care homes. Through involving family and friends we hear about the challenges people living in care homes face, and we work together to develop solutions that improve the experience of residents and their loved ones. The NICHE-Leeds Family and Friends panel was launched in March 2022 to engage more family and friends in the partnership. Being able to engage and interact with people that understood and shared their experiences in a safe space has been highly valued by relatives in our group.

DIVERSITY, EQUITY AND INCLUSION

We encourage an inclusive and diverse working environment, recognising the benefits a broad range of ideas and experiences bring, like improved decision-making. We work towards achieving a diverse workforce, recruiting, employing and promoting people only on the basis of objective criteria and the qualifications and abilities needed for the job to be performed.

We invest significantly in our working environments by creating and maintaining a safe and healthy workplace, where there is mutual trust and respect and where every person feels responsible for the performance and reputation of our business. We continuously engage with our people to convert our core values into action. Central to this is respecting one another and each other's individual rights and customs.

Flexible and agile working is recognised by us as an important component of retaining our talented people, and increasing employee engagement and wellbeing and developing a strong culture for our people.

HUMAN RIGHTS

We believe that all businesses have an obligation to prevent slavery and human trafficking and we will do all in our power to prevent slavery and human trafficking within our business and our supply chains. Our processes around hiring ensure our people are alert to the signs of exploitation – including the potential for trafficking and unlicensed gangmasters – so that we may take the necessary action promptly and effectively should any such issues be identified.

OUR COMMUNITIES

We actively work with and support our local communities. This is important to us a part of our identity and as a force for good. Our engagement provides opportunities to help others by sharing our expertise and resources. Our aspiration is to be the best example of intergenerational care in the UK.



We place a strong focus on forming intergenerational friendships. For Springfield and our residents it's vital more than ever that we develop and celebrate relationships between generations to reduce isolation and loneliness, improve health and mental wellbeing, help young people to catch up with their learning and rebuild our communities as we emerge from the pandemic, and to reduce ageism.

At Seacroft Grange, we're celebrating our ongoing Intergenerational project with Beechwood Primary School (Read more). Letter writing, flower planting initiatives and Q&A sessions with our residents to connect young people to the older generation are all part of our way of bridging communications with our local community.

Linda Shaw, Wellbeing Team Leader at Seacroft Grange, said "this project provides a variety of benefits for our residents – we have seen many residents' self-esteem and confidence grow as a result of the interactions with the students. It also offers residents with the opportunity to learn more about the different cultures and traditions of the modern day. We're really excited to see how our residents develop as a result of this project."

At Grove House we will be integrating facilities to deliver lessons for children from the local school, as well as PE classes and school sports days in the care home grounds. We are also designing a unique programme to educate students about dementia, to work with residents and improve understanding. In 2023 this will be integrated under our residents care plan.

At Christmas we invite people from the local communities to join us for Christmas dinner where they would otherwise spend Christmas alone. Our people love to be involved and to help with the preparation and delivery of these events.

Donating funds and supporting campaigns are equally part of our way of expanding our reach. We support a range of charities each year, focusing on addressing inequality and social mobility.

We donate to [The Care Workers Charity](#). They provide essential funds, mental health support, mental health training to those working in the social care sector, whilst raising awareness and advocating for individuals in the care sector.

[Resurrected Bites](#) in Harrogate, are a community organisation who intercept food waste to provide good quality meals at their cafes. It's a fantastic resource for families in our local community who may be struggling, with its 'pay as you can' approach. Springfield Healthcare's Harcourt Gardens donate funds to feed four families of four, for a month.



Jill Shearer, Occupancy and Enquiry Manager at Harcourt Gardens, said "During these difficult times, community is more important than ever. We wanted to therefore show our support to our neighbours and to those who need it. We're proud to be supporting such a worthy organisation that supports individuals in Harrogate."

STAKEHOLDER ENGAGEMENT

We believe it is important to listen to what others think. Stakeholder engagement plays a key role in developing our activities in our care homes and our communities. We have identified our stakeholders as our residents, our people, suppliers, schools, community groups and NHS. Regular engagement with these groups supports continuous improvement and aids operational decisions, along with strategic decision-making. We participate in a number of networks and attend relevant conferences, network meetings and training events. Recent examples are working with NICHE partnership, CIPD, Skills for Care, MHFA, MIND, Local Authority training events and network meetings. We also work in partnership with the charity Touchstone and associated charities.

HIGHLIGHTS

- 50 new roles created during the year
- 18 trained Mental Health First Aiders throughout the company

GOVERNANCE

Our board's role is to ensure that the firm is well run and meets regulatory requirements by upholding strong ESG governance and a robust risk and compliance framework. We do this through the efforts of our recently established an ESG committee. All necessary policies and procedures are in place and are reviewed annually. Our policies are readily accessible to our staff. We also issue ongoing training to ensure that our people know what is expected of them in terms of conduct with colleagues and our residents. Equally, that they uphold their professional integrity and our values at all times.

In 2023, our priorities are focused on three areas:

- Undertake a materiality assessment and develop our ESG roadmap;
- Invest in dedicated project management to support the overall ESG programme and workstreams;
- Delivering key strategic ESG projects. For example, calculate our emissions on the path to establishing carbon reduction targets and a decarbonisation plan.



WHISTLEBLOWING, SAFEGUARDING AND GRIEVANCES

We have a Whistleblowing Policy and Grievance Procedure by which our people can report any issues that they may encounter at work. Despite the assurances given by Springfield Healthcare, we accept that there may be incidents that a staff member does not feel confident enough or able to report in the first instance to the manage

Where this is not appropriate or considered too sensitive the person should report to the lead for Whistleblowing Jenny Delic, Head of HR. Jenny Delic will appoint a lead investigator, this would either be the Head of Kindness Care and Quality or other senior person, in the relevant discipline, of the regional team. Where this is not considered appropriate the organisation then accepts the right and obligation of the staff member to report their concerns to an outside authority such as the police, the local authority, safeguarding or to the CQC to initiate an investigation. Springfield Healthcare provides every staff member with the contact details which are also included in this policy of these agencies in the staff handbook. The company will not penalise or victimise any staff member who responsibly reports their concerns in these ways.

CYBERSECURITY

We review our data breach policy and procedures annually and maintain a rigorous approach to data security. All devices must be authorised to access the network and all laptops are encrypted with multi-factor authentication. Our residents can request access to WiFi in all locations. We only contract suppliers who demonstrate conformance with UK GDPR and ISO standards and certified by Cyber Essentials. We use the NHS Mail self-management portal communicate securely with the NHS and local services. All of our homes meet Data Security and Protection Toolkit (DSPT) standards.

SUPPLIER ENGAGEMENT

We prioritise sourcing from local suppliers and sub-contractors where feasible. We proactively purchase products from meaningful suppliers who are also committed to joining us on our sustainability journey. This extends to our building and maintenance suppliers who undertake a significant proportion of work annually.

Our terms for our contractors mean that we will not enter into or maintain relationships with individuals or organisations engaged in activities which go against our ESG policies. We do not work with suppliers involved in modern slavery, bribery, corruption or money laundering, health and safety violations etc. Over the coming



year we will explore how to engage our suppliers to ensure they share our required standards for safety, quality ethics, human rights and the environment.

AWARDS

- Investor in People 2022: 'We invest in people' accredited
- Knight Frank: Top 100 care homes

Julian Evans, Head of Healthcare at Knight Frank, said, "These awards provide annual and much-deserved recognition of excellence in healthcare property. This is a leading sector event and we were pleased to host such a notable group of sector experts who provided their insights on the future of healthcare property."

POLICIES

- To view our ESG Policy, please [click here](#)

